

DEC 05 2006

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Tracy E. Thleret

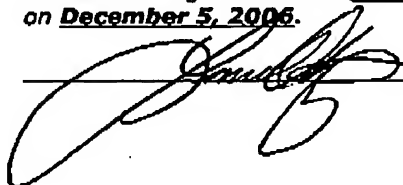
EXAMINER: Paul F. Contino

SERIAL NO.: 10/759,682

GROUP: 2114

FILED: 01/16/2004

ATTY DKT NO.: D/A2179

TITLE: APPLICATION OF LIVE MACHINE DATA TO CUSTOMER SUPPORT  
FAULT ISOLATION PROCESSESCERTIFICATE OF TRANSMISSION BY FACSIMILEPlease forward all correspondence to:Ortiz & Lopez, PLLC  
P.O. Box 4484  
Albuquerque, NM 87196-4484*I hereby certify that this correspondence is  
being transmitted to the Commissioner for  
Patents, P.O. Box 1450, Alexandria, VA  
22313-1450 by facsimile transmission  
to the following fax number **571-273-8300**  
on December 5, 2006.*  
12/5/2006  
Luis LopezMail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450AMENDMENTS, REPLY AND REQUEST FOR RECONSIDERATION  
UNDER 37 C.F.R. § 1.111

Dear Sir:

In response to the Office Action dated September 6, 2006 in the above  
captioned matter, please enter the following amendments and remarks:

Amendments to the specification begin on Page 2 of this Paper.

Amendments to claims begin on Page 8 of this Paper.

Remarks begin on Page 14 of this Paper.